(d) whether it is a fact that SC/ST candidates available and appioved by : D.P.C. were not appointed against reserv- ed posts that occurred dur.ng the year \ 1992, and if so, what are the reasons therefor ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU) : (a) Yes, Sir. The D.P.C. was held on 21-2-92. The number of total candidates ! approved by the D.P.C. is 68 which includes 9 SC and 1 ST candidates.

(b)

| | S.C. | S.T. |
|---|---|---|
| Number of backlog Vacancies | 3 | 5 |
| Current vacancies | 7 | 3 |
| Total | 10 | 8 |

(c) and (d) Vacancies in the grade of I Accounts Officer have been filled up from out of the approved panel of Officers (including SC/ST) during the validity of the panel. 61 promotions have been made at the close of Nov. 1992 which included 3 SC candidates.

**Public Grievances with regard to Telecom Service**

2196. SHRIMATI KAMLA SINHA : Will the Minister of COMMUNICATIONS be pleased to state :

(a) what is the nature of the grievanc- es/general complaints by the public with regard to the working of the telecommuni- cation services in the metropolitan cities in the country;

(b) what, on an average, are the complaints with regard to the difficulties being faced by the Subscribers such as (i) over charging (ii) phones remaining out of order, (iii) cross connections, (iv) inaccurate listing in the telephone Directory, and (v) lack of speedy services received each month by the telephone authorities in the metropolitan cities;

(c) what, on an average, are the com- plaints found genuine; and

(d) what measures have been taken by Government to improve the telecommu- nications services in the country ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU) : (a) The grievances mainly relate to delay in rectification of faults and excess billing.

(b) A statement is laid on the table of the House *[See* below).

(c) Most of the complaints received are found genuine except for the cases of over charging where only few corn-plain's are found genuine.

(d) To improve the operations and maintenance of telecom, services follow ing steps have been initiated by the De partment.

(i) Replacement of worn-out electro- mechanical exchanges by electronic ones.

(ii) Replacement of worn-out telephone instruments by new ones.

(iii) Replacement of fault prone cables.

(iv) Replacement of heavy overhead alignment by underground cables.

(v) Provision of cable ducts in large cities.

(vi) Customer oriented training to the staff of the Department.

(vii) Computerisation of :

(a) fault booking and repair services,

(b) billing,

(c) special services.

**Statement**

| Name of the City | No. of DELs as on 31-3-92 | Over charging complaints as percentage of Bills issued | No. of faults per 100 stations per month | | Inaccurate Listing in the Tele Directory published last | Cross connects and lack of speedy services etc |
|---|---|---|---|---|---|---|
| | | (i) | (ii) | | (iii) | (iv & v) |
| | | | | No. of Comps. | %age of Total Listing | |
| Bombay . | 791,222 | 0.52 | 19.40 | 2200 | 0.27% | With the improvement in technology such com p.aints are almost negligible now. |
| Calcutta . | 2,74,426 | 1.10 | 18.20 | 2760 | 1.05% | |
| Delhi . | 6,05,272 | 0.40 | 22.60 | 8071 | 1.10% | |
| Madras . | 1,86,473 | 0.56 | 27.00 | 1500 | 0.62% | |

**गुजरात और उत्तर प्रदेश में स्वचालित दूरभाष केन्द्र**

2197. **श्री ईश्वर्त यादव :**
**श्री सत्य प्रकाश मालवीय :**

क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) इस समय गुजरात और उत्तर प्रदेश में कितने स्वचालित दूरभाष केन्द्र कार्य कर रहे हैं,

(ख) इन केन्द्रों की जिला-वार क्षमता कितनी है,

(ग) क्या सरकार का वर्ष 1992-93 के दौरान शेष जिलों में कुछ नये दूरभाष केन्द्र स्थापित करने का विचार है, यदि हां, तो इस संबंध में ब्यौरा क्या है, और

(घ) यदि नहीं तो इसके क्या कारण है?

**संचार मंत्रालय में उप मंत्री (श्री पी. वी. रंगैया नायडू) :**

(क) क्रमशः 1012 और 1327

(ख) जिलेवार क्षमताएं विवरण-1 में दी गई हैं ।

(ग) ब्यौरे विवरण-2 में दिये गये हैं ।

(घ) प्रश्न नहीं उठता ।

**विवरण I**

**30-10-92 की स्थिति के अनुसार गुजरात के स्वचालित एक्सचेंजों की जिलेवार क्षमता**

| क्र० सं० | जिले का नाम (एस.एस.ए.) | सज्जित क्षमता |
|---|---|---|
| 1 | 2 | 3 |
| 1. | अहमदाबाद | 181628 |
| 2. | अमरेली | 5939 |
| 3. | पालनपुर | 9915 |
| 4. | भरूच | 13573 |
| 5. | भावनगर | 18635 |
| 6. | जामनगर | 19286 |
| 7. | जूनागढ़ | 20465 |
| 8. | खेड़ा | 32648 |
| 9. | भुज | 15559 |
| 10. | मेहसाणा | 24369 |
| 11. | गोधरा | 9158 |
| 12. | राजकोट | 37850 |
| 13. | हिम्मतनगर | 12104 |
| 14. | सूरत | 62833 |
| 15. | सुरेन्द्रनगर | 8962 |
| 16. | बड़ोदा | 46304 |
| 17. | वलसाड़ | 17738 |